



LHTE



**HAROPA  
PORT**  
Le Havre  
Rouen  
Paris

HAROPA PORT / DAVID MARIN

# TERMINAL MULTIMODAL OF LE HAVRE

**TRANSFER ORDER**

THE PRACTICAL GUIDE

LHTE.FR 

## SHUTTLE TRANSFER



### Why place a shuttle transfer order ?

The multimodal terminal offers services to its clients for transporting containers to and from the maritime terminals of Le Havre.

- To do this, a shuttle transfer order is essential to ensure proper processing, management, and execution of the request.

### Who can place it ?

- Operators of mass transport on behalf of their own clients.
- LHTE on behalf of its specific clients.

### Which system is used to place orders ?

The OGC (Order Management Tool), managed and developed by HAROPA PORT.

### How to place an order ?

Depending on each operator's tools : EDI file / TXT format / Excel format.

Creation, modification, and cancellation are possible as long as the order has not been processed and the physical transfer has not started.

### When should I place it ?

As early as possible : it's important to consider the shuttle transfer time between the terminal and LHTE, and vice versa.

- **For imports** : Deadline is 72 hours before the departure of the mass transport from LHTE or before the desired delivery date of the container at LHTE.
- **For exports** : Deadline is the day before the container arrives at LHTE.





**IMPORT ORDER**

# THE CONTENT OF AN IMPORT ORDER

## What should I include in the order ?

An order must contain the necessary information to carry out the corresponding task :

- container number ;
- ISO type ;
- weight ;
- indication of whether the goods are hazardous or not
- container status (full or empty) ;
- client reference for LHTE billing.



## For full import containers :

- maritime terminal of arrival ;
- requested release date (from the terminal) ;
- mode of exit from LHTE (rail, river, road) + date.

## For empty import containers :

- **If it concerns a single empty container**, a shuttle transfer order is required via the Order Management Tool (OGC).
- **If it concerns a supply batch** : a reference without container numbers.
  - a. The shipping line (carrier) must generate a MAD ("Mise à Disposition" – Availability Notice) in the S)ONE system.
  - b. It must send it to the terminal operator (maritime terminal), who will in turn input the reference, assign the empty container numbers to it, and forward the information to LHTE.

Rechercher commandes

Commande

Transporteur Sélectionner

Type de commande Sélectionner

Statut de la commande Sélectionner

Date de création De - À

N° commande (interne) Numéro de commande

Sens Import Export Tous

Archivée Archivée Non archivée Tous

Annulée Annulée Non annulée Tous

Type Transfert Service Tous

Conteneur

N° TC Numéro de conteneur

Date de sortie / livraison De - À

ETA / ETD De - À

Type conteneur 20 40 Tous

Événements SOGET Sélectionner

Terminal d'arrivée / de départ Sélectionner

DGX Présence Absence Tous

Plein/Vide Vide Plein Tous

Booking Numéro de booking

Statut du conteneur Sélectionner

Archivé Archivé Non archivé Tous

Annulé Annulé Non annulé Tous

Rechercher Exporter



## MANAGE YOUR ORDERS ONLINE

HAROPA PORT provides users of the multimodal terminal with an Order Management Tool (OGC), available online at [ogcv2.havre-port.com](http://ogcv2.havre-port.com)

### How to place a transfer order?

After a secure login (username + password), you have several options for submitting your orders :

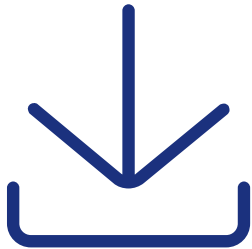
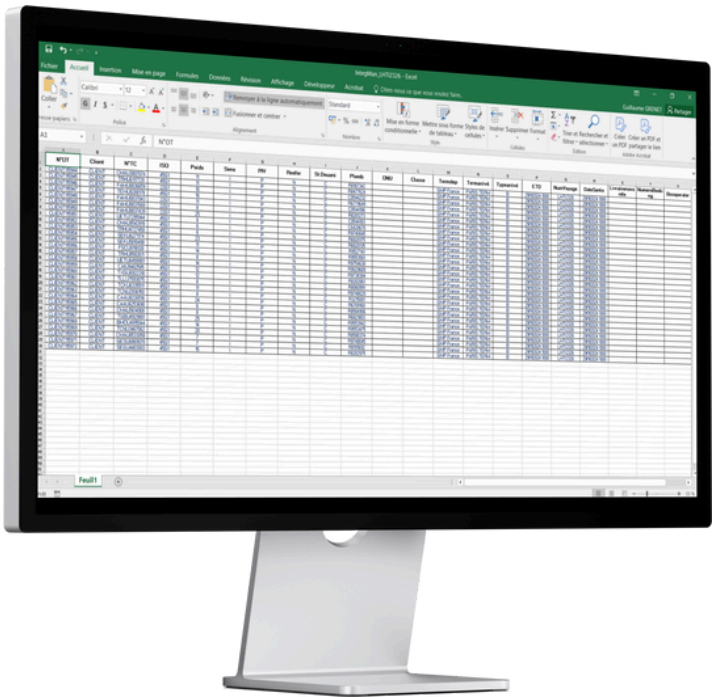
- **Manual Integration**

Using the Message Manager area, you can upload an order file in .xls, .xlsx, or .csv format, with one line per container to be transferred.

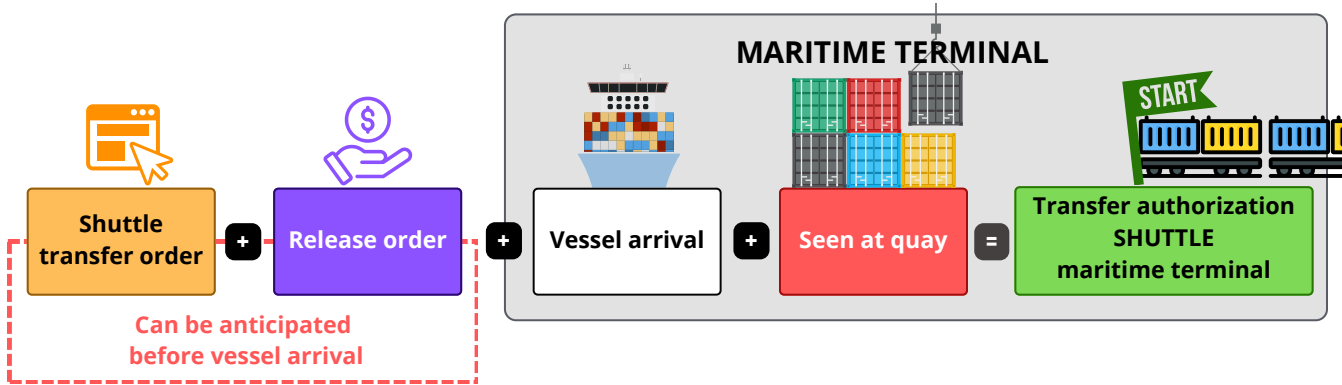
This tool is compatible with most management platforms and systems. Files can be opened and edited with many text editors or data processing software.

- **Automatic Integration**

For instant processing, the Order Management Tool also supports EDI (Electronic Data Interchange), allowing for the direct transmission of the information required for container transfers.



# THE IMPORT PROCEDURE



## **Shuttle transfer order** via the Order Management Tool (OGC)

This step can be anticipated before the vessel's arrival.

Steps:

- the mass transport operator submits the order to the OGC ;
- interface between the OGC, S)ONE, and the Terminal Operating System (LHTE).

## **Commercial Release Order** Payment of Charges to the Shipping Line

This step can be anticipated before the vessel's arrival.

Steps:

- the shipper or their representative requests the BL (Delivery Note) ;
- the shipping line invoices its service charges ;
- the shipper or their representative pays the invoice ;
- the shipping line issues its Release Order (BAD) ;
- interface between the shipping line and the CCS S)ONE system.

## **Seen at quay** Container reception at the maritime terminal

Steps:

- the maritime terminal operator transmits the container reception information once the vessel has been unloaded ;
- interface between the maritime terminal and the CCS S)ONE system.

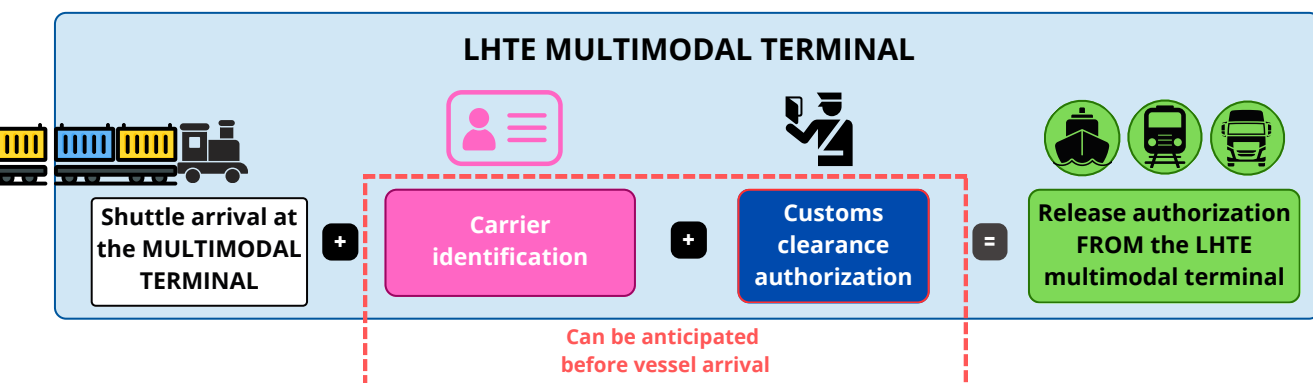
## **Transfer authorization SHUTTLE maritime terminal**



This is the authorization for the release of a container from the maritime terminal to the multimodal terminal via rail shuttle transfer.

It is granted upon completion of the previous steps.

**In 2024, the average pickup time by rail shuttle after release authorization was 1.5 days** (based on data from 31,886 TEUs).



### Carrier Identification

**This step can be anticipated before arrival at LHTE**

Steps :

- the freight forwarder is identified in S)ONE by specifying the carrier's name and the mode of transport designated for the onward transport from the multimodal terminal ;
- this operation is carried out in the CCS S)ONE system.

### Customs clearance authorization

### Customs OK

**This step can be anticipated before arrival at LHTE**

Steps :

- the shipper or their representative completes the customs formalities in the DELTA customs system (e.g., assignment of destination, placement under transit, IST transfer, etc.) ;
- customs grants its OK (Customs clearance authorization) ;
- interface between the customs system and the CCS S)ONE.

### Release authorization FROM the LHTE multimodal terminal

The release authorization at LHTE is granted upon completion of all the preceding steps.

### Pickup by truck :

**There is no truck appointment system at LHTE.** The average processing time is 20 minutes.

Road exit is subject to the TCT procedure.

It is recommended to verify the carrier identification in S)ONE.

In the case of a change from a maritime terminal to the LHTE terminal, there is no change in the TCT code if the carrier remains the same.

### Loading onto mass transport mode : Train or Barge

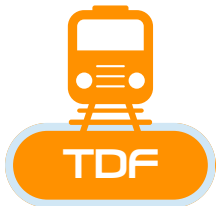
It is carried out upon instruction from the mass transport operator, according to the schedules defined by them.

The TCT procedure does not apply.



## RAIL SHUTTLE SCHEDULES

### IMPORT ORDER



#### France Terminal (TDF)

3 SHUTTLES PER BUSINESS DAY

This terminal has a stock of empty wagons, allowing for early loading during the hours leading up to shuttle departures.

- Containers are moved to the rail buffer using straddle carriers from the maritime yard.
- Containers are loaded onto the wagons using dedicated gantry cranes.

The terminal transmits :

- a provisional loading list for each shuttle (EDI from terminals to OGC) ;
- loading confirmations for each shuttle (EDI from terminals to S)ONE + EDI to OGC).

France Terminal - TDF	Shuttle FL1	Shuttle FL2	Shuttle FL3
Shuttle transfer authorization for loading	No later than D-2 at 5:00 PM	No later than D-2 at 5:00 PM (50%) D-1 at 5:00 PM (50%)	No later than D-1 at 5:00 PM
End of loading	100% by D-1	50% by D-1 + 50% on Day D	100% on Day D
Shuttle departure from TDF	from Monday to Friday : <b>8:30 AM</b>	from Monday to Friday : <b>12:30 PM</b>	from Monday to Friday : <b>7:00 AM</b>
Shuttle arrival at LHTE	from Monday to Friday : <b>9:15 AM</b>	from Monday to Friday : <b>1:30 PM</b>	from Monday to Friday : <b>8:00 AM</b>

## 2 SHUTTLES PER BUSINESS DAY



Normandy Terminal - TN	Shuttle NL1	Shuttle NL2
Shuttle transfer authorization for loading	No later than D-1 at 12:00 PM	No later than D-1 at 5:00 PM
End of loading	100% by D-1	100% on Day D
Shuttle departure from TNMSC	from Monday to Friday : <b>9:30 AM</b>	from Monday to Friday : <b>2:45 PM</b>
Shuttle arrival at LHTE	from Monday to Friday : <b>10:15 AM</b>	from Monday to Friday : <b>4:00 PM</b>

- The Normandy terminal and the Atlantic terminal carry out their early loadings for only one shuttle.
- Container moves are carried out using straddle carriers.
- Wagon loading is done directly from the straddle carrier to the wagon (without buffer storage).
- The maritime terminal transmits loading information (EDI to S)ONE + OGC).

## 1 SHUTTLE PER BUSINESS DAY



Atlantic Terminal - ATL	Shuttle AL1
Shuttle transfer authorization for loading	No later than : D-1 at 11:00 AM
End of loading	100% on Day D
Shuttle departure from HGT	from Monday to Friday : <b>2:30 PM</b>
Shuttle arrival at LHTE	from Monday to Friday : <b>3:30 PM</b>

# PERFORMANCE INDICATORS

## IMPORT 2024



### **CONTAINER EXIT, FROM THE MARITIME TERMINAL, BY SHUTTLE**

Average time after release authorization

**Average time at LHTE for 31,886 import containers : 1.51 days**

 **60%** of full and empty containers handled in less than 48 hours


## EXPORT 2024

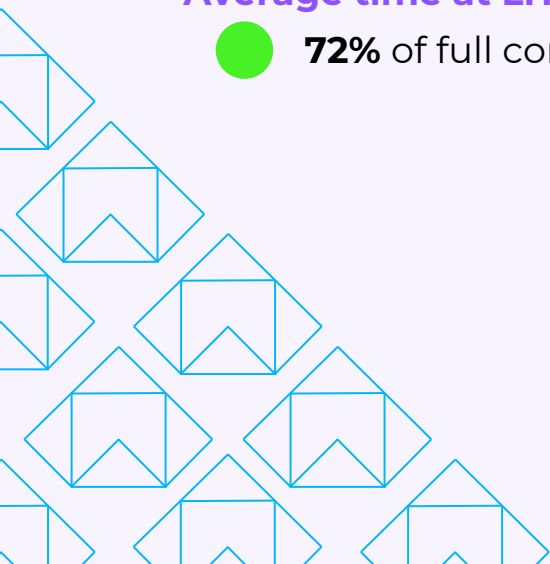


### **AVERAGE EXPORT TRANSFER TIME**

Between unloading from mass transport at LHTE and actual shuttle arrival at the maritime terminal

**Average time at LHTE for 22,707 export containers : 1.75 days**

 **72%** of full containers handled in less than 48 hours







**EXPORT ORDER**

## THE CONTENT OF AN EXPORT ORDER

### What should I include in the order ?

An order must contain the necessary information to carry out the corresponding task :

- container number ;
- ISO type ;
- weight ;
- Indication of whether the goods are hazardous or not  
container status (full or empty) ;
- client reference for LHTE billing ;
- a maritime terminal expectation (Booking + Container Number) to be entered in the CCS S)ONE system.

### How is shuttle loading prioritized ?

Priority is determined by LHTE based on the vessel cut-off dates at the maritime terminal, as indicated in the order, or according to the desired delivery date specified in the order.



Rechercher commandes

Commande

Transporteur: Sélectionner

Type de commande: Sélectionner

Statut de la commande: Sélectionner

Date de création: De - À

N° commande (interne): Numéro de commande

Sens: Import Export Tous

Archivée: Archivée Non archivée Tous

Annulée: Annulée Non annulée Tous

Type: Transfert Service Tous

Conteneur

N° TC: Numéro de conteneur

Date de sortie / livraison: De - À

ETA / ETD: De - À

Type conteneur: 20 40 Tous

Événements SOGET: Sélectionner

Terminal d'arrivée / de départ: Sélectionner

DGX: Présence Absence Tous

Plein/Vide: Vide Plein Tous

Booking: Numéro de booking

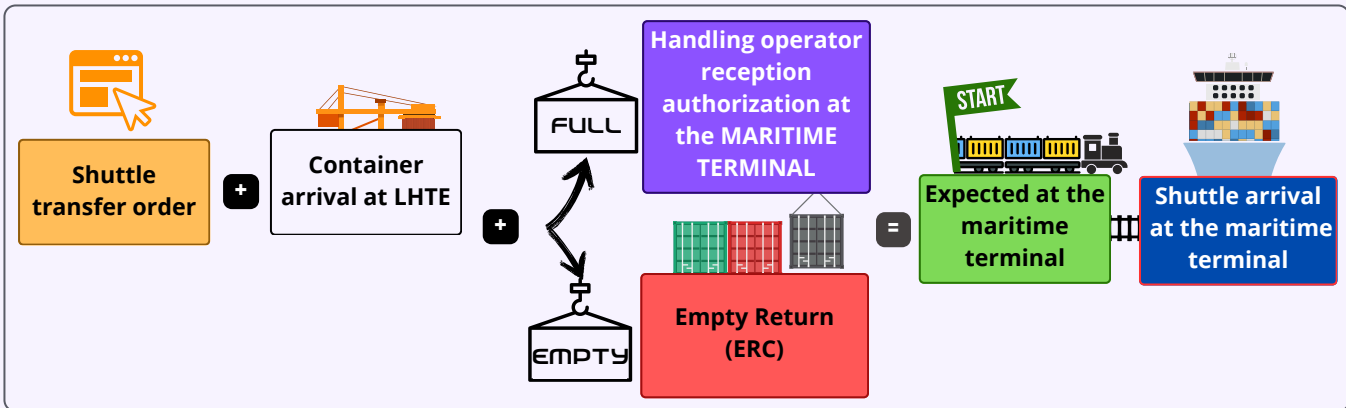
Statut du conteneur: Sélectionner

Archivé: Archivé Non archivé Tous

Annulé: Annulé Non annulé Tous

Rechercher Exporter

## THE EXPORT PROCEDURE



### Shuttle transfer order via the Order Management Tool (OGC)

This step can be anticipated before arrival at LHTE

Steps :

- the mass transport operator submits the order to the OGC ;
- interface between the OGC and the CCS S)ONE system.

### Authorization to receive – Handling operator of the MARITIME TERMINAL

This refers to a container expected at the maritime terminal, granted after the following steps :

- **the booking is complete** (vessel information, etc.) ;
- the container number is linked to the booking and announced to the maritime terminal ;
- entry is authorized by the terminal handling operator ;
- the VGM (the declaration by the shipper or by their representative).

### Empty Return (ERC)

This refers to a container expected at the maritime terminal, granted after the following steps :

- the container is announced to the maritime terminal ;
- an empty return instruction is issued by the shipping line that owns the container ;
- an empty return confirmation is issued by the carrier returning the empty container ;

*Note : The validity date of the ERC (Empty Return Confirmation) is time-limited.*

### Expected at the maritime terminal

This is the authorization for the release of a container from LHTE to the maritime terminal via rail shuttle transfer.

It is granted upon completion of the previous steps.



### Shuttle arrival at the maritime terminal

**OUTSIDE LHTE SCOPE :** Unloading by the maritime terminal and customs clearance step required for authorization to load onto the vessel.

**In 2024, the average time between reception at LHTE and delivery to the maritime terminal, in compliance with vessel cut-off times, was 1.75 days** (based on data from 22,707 containers).



**RAIL SHUTTLE SCHEDULES**

**EXPORT ORDER**

**3 SHUTTLES PER BUSINESS DAY**



France Terminal - TDF	Shuttle LF1	Shuttle LF2	Shuttle LF3
End of loading	4:00 AM	9:00 AM	15:30 PM
Shuttle departure from LHTE	from Monday to Friday : <b>6:45 AM</b>	from Monday to Friday : <b>10:30 AM</b>	from Monday to Friday : <b>5:00 PM</b>
Shuttle arrival at TDF	from Monday to Friday : <b>8:15 AM</b>	from Monday to Friday : <b>12:15 PM</b>	from Monday to Friday : <b>6:30 PM</b>

**2 SHUTTLES PER BUSINESS DAY**



Normandy Terminal - TN	Shuttle LN1	Shuttle LN2
End of loading	• <b>4:00 AM</b> (Mon, Tue, Wed, Thu, Fri)	• <b>11:00 AM</b> (Mon, Tue, Wed, Thu, Fri)
Shuttle departure from LHTE	• <b>7:15 AM</b> (Mon, Tue, Wed, Thu, Fri)	• <b>11:45 AM</b> (Mon, Tue, Wed, Thu, Fri)
Shuttle arrival at TNMSC	• <b>9:00 AM</b> (Mon, Tue, Wed, Thu, Fri)	• <b>2:00 PM</b> (Mon, Tue, Wed, Thu, Fri)

**1 SHUTTLE PER BUSINESS DAY**



Atlantic Terminal - ATL	Shuttle LA1
End of loading	<b>12:00 PM</b>
Shuttle departure from LHTE	<b>2:30 PM</b> (Mon, Tue, Wed, Thu, Fri)
Shuttle arrival at CNM	<b>3:30 PM</b> (Mon, Tue, Wed, Thu, Fri)

## FAQ - FREQUENTLY ASKED QUESTIONS

### What is the deadline to cancel an order?

This cancellation must be made before the containers are moved by the maritime terminal operator (see the import procedure above).

*Note : If the cancellation occurs after the container has been positioned near the rail buffer, it is necessary to contact both LHTE and the maritime terminal to obtain cancellation approval.*

### How to cancel an order ?

The cancellation is carried out in the OGC by the mass transporter who initiated the order, and it is transmitted to LHTE via EDI.

*Note: For import, order cancellation is no longer possible once the reconciliation process has begun by the maritime terminal.*

### Can I change the mass transport mode when exiting LHTE ?

Yes, this must be done **before** the shuttle transfer and via EDI orders (by deleting the original order and creating a new one).

*Note : If the shuttle transfer has already taken place, it is essential to contact LHTE to inform them.*

### Can I change the transfer mode (from shuttle to road transport) ?

Yes, this must be done before obtaining the Shuttle Transfer Authorization, through EDI order modification.

#### If the Shuttle Transfer Authorization has already been obtained :

- you must cancel the Shuttle Transfer Authorization via S)ONE and complete the procedure to obtain the Maritime Terminal Release Authorization, along with all necessary administrative steps.

### How do I calculate my Day D for the shuttles ?

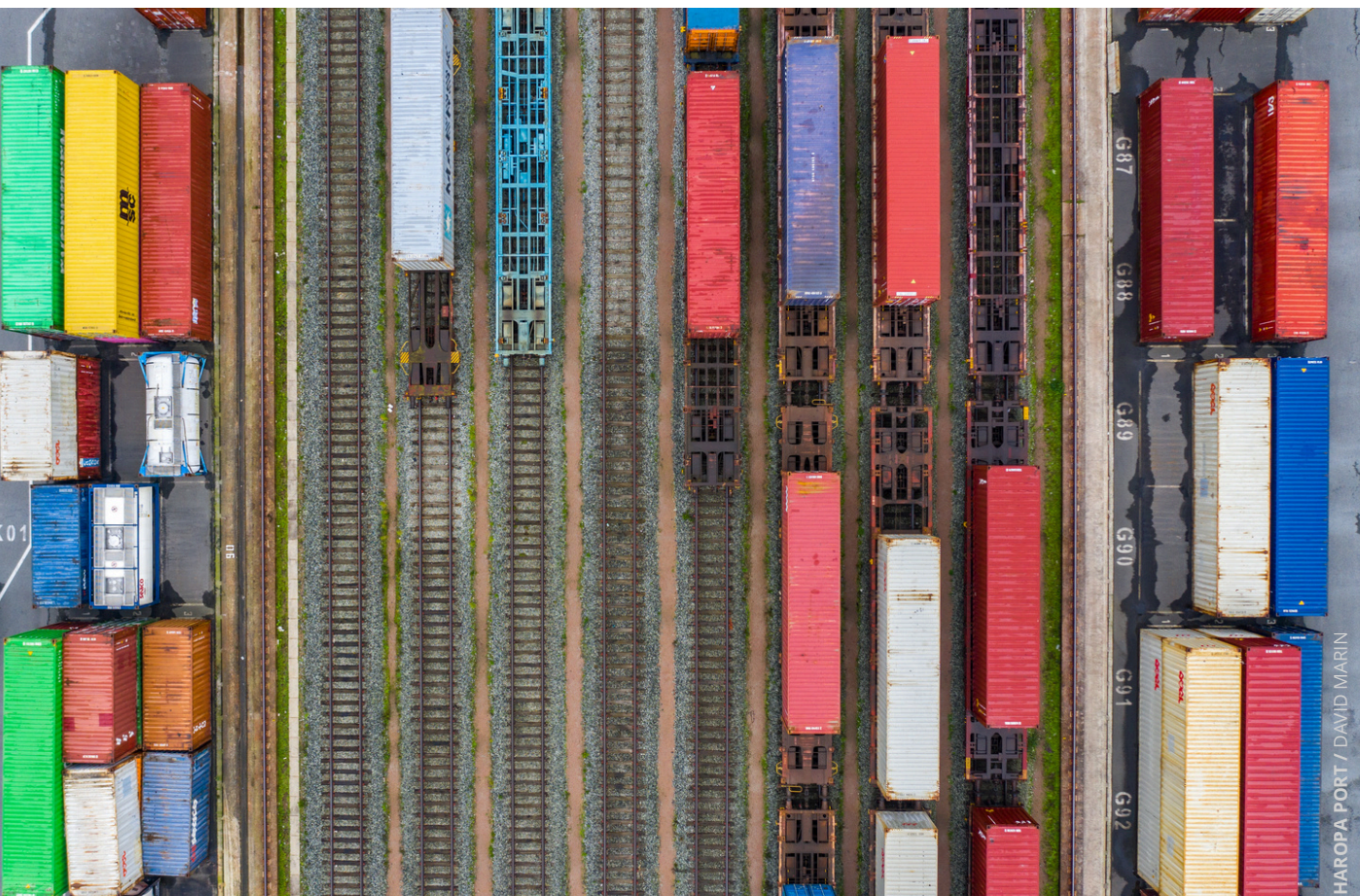
The stated deadlines are expressed in business days, excluding weekends, public holidays, and 24-hour strike days. For a Day D set on a Monday, D-2 will be the Thursday of the previous week.

The same principle applies to holidays and strikes: when a business day loses that status, it is not counted in the calculation.

### Can I submit my customs declaration at LHTE ?

**For imports :** Yes, regardless of the type of customs operation, the location indicated on the supporting document (declaration) must match the **maritime terminal where the vessel is unloaded**.

**For exports :** It is possible to anticipate export customs formalities in advance; however, the "Customs OK" will only be issued **once the container is received at the export maritime terminal**.



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